DOCUMENT RESUME

ED 345 051 CE 061 145

TITLE Agricultural Products Sales and Service Worker. Ohio's Competency Analysis Profile.
INSTITUTION Ohio State Univ., Columbus. Vocational Instructional Materials Lab.
SPONS AGENCY Ohio State Dept. of Education, Columbus. Div. of Vocational and Career Education.
PUB DATE Jan 92
NOTE 21p.; For related documents, see ED 338 827-852 and CE 061 142-176.
AVAILABLE FROM Vocational Instructional Materials Lab, Ohio State University, 1900 Kenny Road, Columbus, OH 43210-1090 ($1.50).
PUB TYPE Guides - Classroom Use - Teaching Guides (For Teacher) (052)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS *Agribusiness; *Agricultural Supply Occupations; Business Administration; Competence; *Competency Based Education; Employment Potential; Entry Workers; Job Analysis; Job Skills; Merchandising; Occupational Safety and Health; Postsecondary Education; *Sales Workers; Secondary Education; Task Analysis; Vocational Education
IDENTIFIERS DACUM Process; Ohio

ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for agricultural products sales and service occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the eight units are as follows: general safety precautions; sales skills; customer service; business management; inventory; merchandise delivery; equipment operation and maintenance; and employability skills. (KC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED345051

OCAP

OHIO'S COMPETENCY ANALYSIS PROFILE

AGRICULTURAL PRODUCTS SALES AND SERVICE WORKER

Employer Verification Panel

Michael E. Conley, *The Andersons General Store*, Columbus, Ohio

Brian W. Corry, *The Andersons General Store*, Columbus, Ohio

Melinda Ledley, *Countrymark Cooperative-Alger Terminal*, Alger, Ohio

Roger L. Rupp, *Rupp Seeds, Inc.*, Wauseon, Ohio

Deborah L. Young-Bowden, *Countrymark Cooperative*, Delaware, Ohio

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

✓ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

CE061145

Division of Vocational and Career Education
Ohio Department of Education

Vocational Instructional Materials Laboratory
Center on Education and Training for Employment
THE OHIO STATE UNIVERSITY

BEST COPY AVAILABLE

What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic*, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

***Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.**

The **Employability Skills** portion of this list was verified by the following employer panel:

Gary J. Corrigan, *Dana Corporation*, Ottawa Lake, Michigan
David Crooks, *Bowling Green State University Union Food Service*, Bowling Green, Ohio
Pat Doerman, *Farrow's Harley-Davidson*, Columbus, Ohio
William Gockenbach, *Kaiser Aluminum*, Heath, Ohio
Patsy Hathaway, *CBS Personnel Services, Inc.*, Dayton, Ohio
Marlyn Harman, *Marlyn Harman & Associates*, Cleveland, Ohio
Thomas R. Hyldahl, *Toledo Edison*, Toledo, Ohio
Carol C. James, *Ohio Contractors Association*, Columbus, Ohio
James Mack, *Chrysler Jeep Assembly*, Toledo, Ohio
Rocky McCoy, *Ironton-Lawrence Co. Community Action Organization*, Ironton, Ohio
James Needs, *Independent Crop Producer*, Upper Sandusky, Ohio
Ronald Simmons, *Former GM Executive*, Warren Ohio

Ohio Competency Analysis Profile
Agricultural Products Sales and Service Worker

Unit 1: General Safety Precautions

Competency 1.0.1: Maintain safe work environment

Competency Builders:

1.0.1.1 Read and follow safety information
1.0.1.2 Define and follow company emergency plan
1.0.1.3 Organize and maintain clean and safe environment for employees and customers
1.0.1.4 Identify hazardous materials and location of material safety data sheets (MSDS)
1.0.1.5 Comply with shop and equipment safety rules
1.0.1.6 Complete accident report
1.0.1.7 Identify government agencies, their roles, and their effects on safety and health regulations (including, but not limited to, Occupational Safety and Health Administration [OSHA], Environmental Protection Agency [EPA], Food and Drug Administration [FDA], and state and federal regulations)
1.0.1.8 Identify safety hazards and take corrective action

Competency 1.0.2: Apply safe work habits

Competency Builders:

1.0.2.1 Read and follow label information
1.0.2.2 Administer basic first aid
1.0.2.3 Wear protective clothing and equipment
1.0.2.4 Use safe lifting and carrying methods
1.0.2.5 Interpret information on signs
1.0.2.6 Maintain and use slow-moving-vehicle signs when operating vehicles on road
1.0.2.7 Keep riders off mobile equipment
1.0.2.8 Observe safety precautions when handling and storing hazardous materials
1.0.2.9 Follow appropriate procedures for personal cleanup after handling hazardous materials
1.0.2.10 Dispose of hazardous materials and containers according to manufacturers' specifications

* Advancing
** Futuring

Competency 1.0.3: Operate and maintain equipment

Competency Builders:

1.0.3.1 Follow safety rules for equipment operation
1.0.3.2 Observe and comply with equipment safety zones
1.0.3.3 Operate equipment defensively
1.0.3.4 Interpret safety symbols
1.0.3.5 Maintain safety shields on all equipment
1.0.3.6 Shut down power equipment before servicing
1.0.3.7 Identify and report potential equipment safety hazards to supervisor
1.0.3.8 Follow manufacturer's service recommendations

Unit 2: Sales Skills

Competency 2.0.1: Plan sales procedure

Competency Builders:

2.0.1.1 Research customer needs
2.0.1.2 Find new prospects and generate leads
2.0.1.3 Contact person with authority to buy
2.0.1.4 Use internal resources effectively (e.g., people, equipment, sales aids)
2.0.1.5 Forecast sales

Competency 2.0.2: Interact with customer

Competency Builders:

2.0.2.1 Greet customer
2.0.2.2 Determine customer needs and wants
2.0.2.3 Interpret customer description of product or service needed
2.0.2.4 Correlate product or service benefits and features to customer needs and wants
2.0.2.5 Recommend product or service to meet customer needs and wants
2.0.2.6 Recommend alternate product or service to meet customer needs and wants
2.0.2.7 Estimate quantity of product or service needed
2.0.2.8 Estimate total cost of product or service needed
2.0.2.9 Identify and overcome customer objections
2.0.2.10 Secure customer approval for sales alternative
2.0.2.11 Clarify terms of sale
2.0.2.12 Close sale and get commitment to buy
2.0.2.13 Process charge or cash sales transaction
2.0.2.14 Process tax-exempt sales transaction
2.0.2.15 Check credit list
2.0.2.16 Calculate customer discount and sales tax
2.0.2.17 Complete sales ticket and sales slip
2.0.2.18 Operate cash register
2.0.2.19 Count change
2.0.2.20 Make cold calls and initial sales calls
2.0.2.21 Make follow-up sales calls
2.0.2.22 Make sales presentations to groups*

* Advancing
** Futuring

Unit 3: Customer Service

Competency 3.0.1: Provide technical assistance

Competency Builders:

3.0.1.1 Read and follow information on product labels
3.0.1.2 Use technical materials to assist customers
3.0.1.3 Demonstrate product use
3.0.1.4 Determine product use restrictions
3.0.1.5 Explain safety and regulatory precautions regarding product use or application
3.0.1.6 Recognize personal limitations when giving technical information

Competency 3.0.2: Perform customer relations activities

Competency Builders:

3.0.2.1 Respond to customer complaints
3.0.2.2 Treat customers with respect
3.0.2.3 Define positive and negative impacts of employee activities on customer and company
3.0.2.4 Follow up purchases and sales
3.0.2.5 Follow company policy for returned items
3.0.2.6 Process customer refund*
3.0.2.7 Handle warranty claims*

Unit 4: Business Management

Competency 4.0.1: Perform general office duties

Competency Builders:

4.0.1.1 Process mail
4.0.1.2 Duplicate materials
4.0.1.3 File materials
4.0.1.4 Prepare business correspondence
4.0.1.5 Keep product catalog current
4.0.1.6 Schedule appointments and meetings
4.0.1.7 Schedule equipment rental
4.0.1.8 Use telephone
4.0.1.9 Operate calculator
4.0.1.10 Operate computer
4.0.1.11 Operate FAX machine
4.0.1.12 Operate two-way radio
4.0.1.13 Use electronic communications systems
4.0.1.14 Clean work area
4.0.1.15 Plan daily work activities
4.0.1.16 Prepare reports*
4.0.1.17 Open and close store or department*

* Advancing
** Futuring

Competency 4.0.2: Conduct general banking procedures*

Competency Builders:

4.0.2.1 Prepare funds for bank deposit*
4.0.2.2 Make bank deposit*
4.0.2.3 Write check*
4.0.2.4 Recognize characteristics of acceptable check*
4.0.2.5 Endorse check*
4.0.2.6 Balance bank statement*
4.0.2.7 Use electronic banking procedures*

Competency 4.0.3: Keep customer accounts

Competency Builders:

4.0.3.1 Verify customer addresses
4.0.3.2 Verify customer's credit status with company
4.0.3.3 Prepare invoices
4.0.3.4 Maintain customer confidentiality
4.0.3.5 Set up customer file*
4.0.3.6 Post receipts*
4.0.3.7 Balance customer accounts*
4.0.3.8 Prepare statements*

Competency 4.0.4: Keep sales records

Competency Builders:

4.0.4.1 Balance charge receipts and cash tickets
4.0.4.2 Balance cash drawer against register reading
4.0.4.3 Keep daily sales record
4.0.4.4 Compute daily cash balance
4.0.4.5 Complete forms for returned items

Competency 4.0.5: Safeguard business documents

Competency Builders:

4.0.5.1 Store all company records in fireproof location
4.0.5.2 Store checks and related printing equipment in secure location
4.0.5.3 Store confidential and proprietary business documents in secure location

Competency 4.0.6: Determine costs and revenues of conducting business

Competency Builders:

4.0.6.1 Identify variable expenses
4.0.6.2 Identify fixed expenses
4.0.6.3 Identify sources of revenue
4.0.6.4 Determine profit or loss

* Advancing
** Futuring

Competency 4.0.7: Manage business finance*

Competency Builders:

4.0.7.1 Prepare budget*
4.0.7.2 Develop credit plan*
4.0.7.3 Prepare tax statements*
4.0.7.4 Calculate insurance needs*
4.0.7.5 Identify sources of business capital*
4.0.7.6 Compute margins and markup*
4.0.7.7 Interpret financial statements*
4.0.7.8 Record accounts payable*
4.0.7.9 Prepare cash flow statements*
4.0.7.10 Use computerized network regarding agricultural marketing and management*
4.0.7.11 Calculate storage costs*
4.0.7.12 Calculate shipping charges*
4.0.7.13 Manage data electronically**

Unit 5: Inventory

Competency 5.0.1: Control inventory

Competency Builders:

5.0.1.1 Conduct physical inventory of merchandise
5.0.1.2 Describe process of inventorying structures and equipment
5.0.1.3 Identify high-activity and low-activity items
5.0.1.4 Maintain running inventory records
5.0.1.5 Identify types of inventory losses
5.0.1.6 Determine turnover rate*
5.0.1.7 Identify obsolete items*

Competency 5.0.2: Order merchandise

Competency Builders:

5.0.2.1 Gather information for ordering merchandise
5.0.2.2 Flag inventory items when stock reaches reorder point
5.0.2.3 Assess merchandise seasonality*
5.0.2.4 Determine what to order*
5.0.2.5 Determine quantity to order*
5.0.2.6 Determine when to order*
5.0.2.7 Prepare daily, weekly, and monthly stock orders*
5.0.2.8 Prepare purchase orders*
5.0.2.9 Make maximum use of vendor discounts*
5.0.2.10 Calculate shipping charges*

* Advancing
** Futuring

Competency 5.0.3: Receive merchandise

Competency Builders:

5.0.3.1 Follow general safety precautions
5.0.3.2 Unload merchandise
5.0.3.3 Unpack merchandise
5.0.3.4 Check merchandise for shipping discrepancies
5.0.3.5 Inspect merchandise for damage
5.0.3.6 Report shipping discrepancies or damages
5.0.3.7 Check invoices for math errors

Competency 5.0.4: Merchandise products and services

Competency Builders:

5.0.4.1 Arrange display to ensure customer safety
5.0.4.2 Define positive or negative effects of displays and store appearance
5.0.4.3 Prepare product demonstrations, exhibits, and displays*
5.0.4.4 Display products according to season*
5.0.4.5 Plan and carry out promotion days*
5.0.4.6 Secure outside displays*

Competency 5.0.5: Store merchandise

Competency Builders:

5.0.5.1 Follow general safety precautions
5.0.5.2 Rotate stock
5.0.5.3 Update prices on merchandise
5.0.5.4 Record markups and markdowns
5.0.5.5 Prepare warehouse receipts
5.0.5.6 Maintain quality-control records
5.0.5.7 Clean storage area
5.0.5.8 Inspect storage area for damage and hazards
5.0.5.9 Use approved pest control procedures

Unit 6: Merchandise Delivery

Competency 6.0.1: Prepare and load merchandise

Competency Builders:

6.0.1.1 Follow general safety precautions
6.0.1.2 Package orders
6.0.1.3 Inspect vehicle for hazards
6.0.1.4 Remove debris from vehicle
6.0.1.5 Load bagged and bulk items on vehicle
6.0.1.6 Secure load for shipping
6.0.1.7 Prepare shipping records
6.0.1.8 Prepare scale tickets
6.0.1.9 Prepare bills of lading*
6.0.1.10 Complete freight billing forms*
6.0.1.11 Meet customer's delivery terms versus company's delivery terms (e.g., just-in-time delivery)**

* Advancing
** Futuring

Competency 6.0.2: Deliver merchandise

Competency Builders:

6.0.2.1 Follow general safety precautions
6.0.2.2 Arrange merchandise delivery
6.0.2.3 Determine delivery route
6.0.2.4 Unload merchandise
6.0.2.5 Follow company's customer service practices

Unit 7: Equipment Operation and Maintenance

Competency 7.0.1: Service engine cooling systems

Competency Builders:

7.0.1.1 Follow general safety precautions
7.0.1.2 Test coolant mixture
7.0.1.3 Add coolant
7.0.1.4 Replace hoses
7.0.1.5 Inspect for leaks
7.0.1.6 Adjust or replace fan belt*

Competency 7.0.2: Service engine lubrication systems

Competency Builders:

7.0.2.1 Follow general safety precautions
7.0.2.2 Select oil
7.0.2.3 Change oil and oil filters
7.0.2.4 Grease or oil joints
7.0.2.5 Maintain grease fittings*

Competency 7.0.3: Service engine fuel and air systems

Competency Builders:

7.0.3.1 Follow general safety precautions
7.0.3.2 Service air cleaner
7.0.3.3 Mix gas and oil for two-cycle engine
7.0.3.4 Service and clean crankcase ventilation components
7.0.3.5 Bleed diesel fuel system*
7.0.3.6 Clean and adjust carburetor*
7.0.3.7 Service fuel filter assembly*

* Advancing
** Futuring

Competency 7.0.4: Maintain and service engine electrical systems

Competency Builders:

7.0.4.1 Follow general safety precautions
7.0.4.2 Clean spark plugs
7.0.4.3 Adjust spark plug gap
7.0.4.4 Check specific gravity of battery
7.0.4.5 Install battery
7.0.4.6 Clean and treat battery terminals, cables, and battery box
7.0.4.7 Charge battery
7.0.4.8 Replace fuses and light bulbs
7.0.4.9 Troubleshoot problems
7.0.4.10 Inspect and replace distributor cap and rotor*
7.0.4.11 Replace spark plugs and wires*
7.0.4.12 Inspect and adjust/change breaker points*

Competency 7.0.5: Service wheels and tires

Competency Builders:

7.0.5.1 Follow general safety precautions
7.0.5.2 Check tire pressure
7.0.5.3 Inflate tires
7.0.5.4 Check and tighten lug nuts
7.0.5.5 Remove and replace wheels
7.0.5.6 Troubleshoot problems

Competency 7.0.6: Service hydraulic systems

Competency Builders:

7.0.6.1 Follow general safety precautions
7.0.6.2 Check and add oil
7.0.6.3 Replace oil filter
7.0.6.4 Inspect system for oil leaks
7.0.6.5 Bleed air from system*
7.0.6.6 Troubleshoot problems*

Competency 7.0.7: Perform prestart functions

Competency Builders:

7.0.7.1 Follow general safety precautions
7.0.7.2 Connect front-end-operated equipment
7.0.7.3 Connect 3-point-hitch equipment
7.0.7.4 Attach and detach power-takeoff equipment
7.0.7.5 Hitch towed equipment
7.0.7.6 Connect hydraulic lines
7.0.7.7 Connect electrical hookups
7.0.7.8 Connect safety chains
7.0.7.9 Refuel power units

Competency 7.0.8: Operate equipment and vehicles

Competency Builders:

7.0.8.1 Follow general safety precautions
7.0.8.2 Set throttle
7.0.8.3 Interpret equipment gauges
7.0.8.4 Start, operate, and shut down engine
7.0.8.5 Use hand operating signals
7.0.8.6 Operate manual transmission
7.0.8.7 Operate automatic transmission
7.0.8.8 Use brake system

Competency 7.0.9: Clean and store equipment

Competency Builders:

7.0.9.1 Follow general safety precautions
7.0.9.2 Remove equipment from storage
7.0.9.3 Remove debris from equipment
7.0.9.4 Use steam or high-pressure wash equipment
7.0.9.5 Prepare engines for storage
7.0.9.6 Lubricate equipment for storage

Competency 7.0.10: Install and maintain electrical systems

Competency Builders:

7.0.10.1 Follow general safety precautions
7.0.10.2 Read electric meter
7.0.10.3 Replace or reset circuit breakers and fuses
7.0.10.4 Repair extension cords
7.0.10.5 Maintain lighting fixtures
7.0.10.6 Clean and lubricate motors
7.0.10.7 Maintain records of electrical maintenance
7.0.10.8 Troubleshoot problems

Competency 7.0.11: Maintain water systems*

Competency Builders:

7.0.11.1 Follow general safety precautions*
7.0.11.2 Cut and fit pipe or tubing*
7.0.11.3 Thread metal pipe*
7.0.11.4 Install pipe and pipe fittings*
7.0.11.5 Install and repair valves and faucets*
7.0.11.6 Install insulation*
7.0.11.7 Install filters*
7.0.11.8 Unclog pipes*
7.0.11.9 Maintain automatic waterers*
7.0.11.10 Repair lines and nozzles on spray equipment*
7.0.11.11 Repair broken pipes*
7.0.11.12 Troubleshoot problems*

* Advancing
** Futuring

Competency 7.0.12: Use and maintain hand and power tools

Competency Builders:

7.0.12.1 Follow general safety precautions
7.0.12.2 Read common measuring tools
7.0.12.3 Identify tools
7.0.12.4 Select tools
7.0.12.5 Follow operation instructions
7.0.12.6 Set up and adjust tools
7.0.12.7 Clean and lubricate tools
7.0.12.8 Store tools
7.0.12.9 Recondition tools*
7.0.12.10 Sharpen tools*

Competency 7.0.13: Apply protective coatings

Competency Builders:

7.0.13.1 Follow general safety precautions
7.0.13.2 Clean application equipment
7.0.13.3 Determine type of coating*
7.0.13.4 Prepare surface*
7.0.13.5 Apply masking tape*
7.0.13.6 Thin paint*
7.0.13.7 Mix and apply primer coat*
7.0.13.8 Apply finish coat*
7.0.13.9 Apply wood preservative*

Unit 8: Employability Skills

Subunit 8.1: Career Development

Competency 8.1.1: Investigate career options

Competency Builders:

8.1.1.1 Determine interests and aptitudes
8.1.1.2 Identify career options
8.1.1.3 Research occupations matching interests and aptitudes
8.1.1.4 Select career(s) that best match(es) interests and aptitudes
8.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
8.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
8.1.1.7 Develop a career plan

Competency 8.1.2: Analyze potential barriers to employment

Competency Builders:

8.1.2.1 Identify common barriers to employment
8.1.2.2 Describe strategies to overcome employment barriers

* Advancing
** Futuring

Unit 8: Employability Skills
Subunit 8.2: Decision Making and Problem Solving

Competency 8.2.1: Apply decision-making techniques in the workplace

Competency Builders:

8.2.1.1 Identify the decision to be made
8.2.1.2 Compare alternatives
8.2.1.3 Determine consequences of each alternative
8.2.1.4 Make decisions based on values and goals
8.2.1.5 Evaluate the decision made

Competency 8.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

8.2.2.1 Diagnose the problem and its causes
8.2.2.2 Identify alternatives and their consequences in relation to the problem
8.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
8.2.2.4 Utilize resources to explore possible solutions to the problem
8.2.2.5 Compare and contrast the advantages and disadvantages of each solution
8.2.2.6 Determine appropriate action
8.2.2.7 Evaluate results

Unit 8: Employability Skills
Subunit 8.3: Work Ethic

Competency 8.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

8.3.1.1 Identify special characteristics and abilities in self and others
8.3.1.2 Identify internal and external factors that affect self-esteem

Competency 8.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

8.3.2.1 Distinguish between values and goals
8.3.2.2 Determine the importance of values and goals
8.3.2.3 Evaluate how values affect goals
8.3.2.4 Identify short-term and long-term goals
8.3.2.5 Prioritize personal goals
8.3.2.6 Describe how personal values are reflected in work ethic
8.3.2.7 Describe how interactions in the workplace affect personal work ethic
8.3.2.8 Examine how life changes affect personal work ethic

Competency 8.3.3: Demonstrate work ethic

Competency Builders:

8.3.3.1 Examine factors that influence work ethic
8.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

* Advancing
** Futuring

Unit 8: Employability Skills
Subunit 8.4: Job-Seeking Skills

Competency 8.4.1: Prepare for employment

Competency Builders:

8.4.1.1 Identify traditional and nontraditional employment sources
8.4.1.2 Utilize employment sources
8.4.1.3 Research job opportunities, including nontraditional careers
8.4.1.4 Interpret equal employment opportunity laws
8.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
8.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 8.4.2: Design a résumé

Competency Builders:

8.4.2.1 Identify personal strengths and weaknesses
8.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
8.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
8.4.2.4 Complete résumé using various formats
8.4.2.5 Secure references

Competency 8.4.3: Complete and process job application forms

Competency Builders:

8.4.3.1 Explain the importance of an application form
8.4.3.2 Identify ways to obtain job application forms
8.4.3.3 Describe methods for handling illegal questions on job application forms
8.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
8.4.3.5 Return application to proper person, request interview, and follow up

Competency 8.4.4: Demonstrate interviewing skills

Competency Builders:

8.4.4.1 Investigate interview environment and procedures
8.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
8.4.4.3 Demonstrate question and answer techniques
8.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

* Advancing
** Futuring

Competency 8.4.5: Secure employment

Competency Builders:

8.4.5.1 Identify present and future employment opportunities within an occupation/organization
8.4.5.2 Research the organization/company
8.4.5.3 Use follow-up techniques to enhance employment potential
8.4.5.4 Compare and evaluate job offers

Unit 8: Employability Skills
Subunit 8.5: Job Retention Skills

Competency 8.5.1: Analyze the organizational structure of the workplace

Competency Builders:

8.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
8.5.1.2 Be aware of and obey all company policies and procedures
8.5.1.3 Examine the role/relationship between employee and employer
8.5.1.4 Recognize opportunities for advancement and reasons for termination

Competency 8.5.2: Maintain positive relations with others

Competency Builders:

8.5.2.1 Exhibit appropriate work habits and attitude
8.5.2.2 Identify behaviors to establish successful working relationships
8.5.2.3 Cooperate and compromise through teamwork and group participation
8.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 8: Employability Skills
Subunit 8.6: Job Advancement

Competency 8.6.1: Analyze opportunities for personal and career growth

Competency Builders:

8.6.1.1 Determine opportunities within an occupation/organization
8.6.1.2 Compare and contrast other opportunities
8.6.1.3 List benefits of job advancement
8.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

* Advancing
** Futuring

Competency 8.6.2: Exhibit characteristics needed for advancement

Competency Builders:

8.6.2.1 Display a positive attitude
8.6.2.2 Demonstrate knowledge of a position
8.6.2.3 Perform quality work
8.6.2.4 Adapt to changing situations and technology
8.6.2.5 Demonstrate capability for different positions
8.6.2.6 Participate in continuing education/training programs
8.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 8: Employability Skills
Subunit 8.7: Technology in the Workplace

Competency 8.7.1: Assess the impact of technology in the workplace

Competency Builders:

8.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
8.7.1.2 Investigate the use of technology in the workplace
8.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 8.7.2: Use a variety of technological applications

Competency Builders:

8.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
8.7.2.2 Use technology to accomplish assigned tasks
8.7.2.3 Create solutions to problems using technical means

Unit 8: Employability Skills
Subunit 8.8: Lifelong Learning

Competency 8.8.1: Apply lifelong learning to individual situations

Competency Builders:

8.8.1.1 Define lifelong learning
8.8.1.2 Identify factors that cause the need for lifelong learning

Competency 8.8.2: Adapt to change

Competency Builders:

8.8.2.1 Analyze the effects of change
8.8.2.2 Identify reasons why goals change
8.8.2.3 Describe the importance of flexibility when reevaluating goals
8.8.2.4 Evaluate the need for continuing education/training

* Advancing
** Futuring

Unit 8: Employability Skills
Subunit 8.9: Economic Education

Competency 8.9.1: Analyze global enterprise system

Competency Builders:

8.9.1.1 Identify characteristics of various enterprise systems
8.9.1.2 Examine the relationship between competition, risk, and profit
8.9.1.3 Illustrate how supply and demand influence price

Competency 8.9.2: Evaluate personal money management

Competency Builders:

8.9.2.1 Describe the need for personal management records
8.9.2.2 Identify methods of taxation
8.9.2.3 Analyze how credit affects financial security
8.9.2.4 Compare types and methods of investments
8.9.2.5 Prepare a personal budget
8.9.2.6 Be an informed and responsible consumer
8.9.2.7 Analyze the effects of advertising on the consumer

Unit 8: Employability Skills
Subunit 8.10: Balancing Work and Family

Competency 8.10.1: Analyze the effects of family on work

Competency Builders:

8.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
8.10.1.2 Identify present and future family structures and responsibilities
8.10.1.3 Describe personal and family roles
8.10.1.4 Analyze concerns of working parent(s)
8.10.1.5 Examine how family responsibilities can conflict with work
8.10.1.6 Resolve family-related conflicts
8.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 8.10.2: Analyze the effects of work on family

Competency Builders:

8.10.2.1 Identify responsibilities associated with paid and nonpaid work
8.10.2.2 Compare the advantages and disadvantages of multiple incomes
8.10.2.3 Explain how work can conflict with family responsibilities
8.10.2.4 Explain how work-related stress can affect families
8.10.2.5 Identify family support systems and resources

* Advancing
** Futuring

Unit 8: Employability Skills
Subunit 8.11: Citizenship in the Workplace

Competency 8.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

8.11.1.1 Identify the basic rights and responsibilities of citizenship
8.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 8.11.2: Cooperate with others in the workplace

Competency Builders:

8.11.2.1 Identify situations in which compromise is necessary
8.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
8.11.2.3 Demonstrate initiative to facilitate cooperation
8.11.2.4 Give and receive constructive criticism to enhance cooperation

Unit 8: Employability Skills
Subunit 8.12: Leadership

Competency 8.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

8.12.1.1 Identify characteristics of effective leaders
8.12.1.2 Compare leadership styles
8.12.1.3 Demonstrate effective delegation skills
8.12.1.4 Identify opportunities to lead in the workplace

Competency 8.12.2: Demonstrate effective teamwork skills

Competency Builders:

8.12.2.1 Identify the responsibilities of a valuable group member
8.12.2.2 Exhibit open-mindedness
8.12.2.3 Identify methods of involving each member of a team
8.12.2.4 Contribute to the efficiency and success of a group
8.12.2.5 Determine ways to motivate others

Competency 8.12.3: Utilize effective communication skills

Competency Builders:

8.12.3.1 Identify the importance of listening
8.12.3.2 Demonstrate assertive communication
8.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
8.12.3.4 Analyze written material
8.12.3.5 Prepare written material
8.12.3.6 Give and receive feedback
8.12.3.7 Articulate thoughts
8.12.3.8 Use appropriate language

Unit 8: Employability Skills

Subunit 8.13: Entrepreneurship

Competency 8.13.1: Evaluate the role of small business in the economy

Competency Builders:

8.13.1.1 Identify the benefits of small business to a community
8.13.1.2 Analyze opportunities for small business in a community

Competency 8.13.2: Examine considerations of starting a business

Competency Builders:

8.13.2.1 Research a business idea
8.13.2.2 Compare various ways to become a small business owner
8.13.2.3 Investigate factors to consider in financing a new business
8.13.2.4 Evaluate entrepreneurship as a career option

Distributed by

Vocational Instructional Materials Laboratory
The Ohio State University
1900 Kenny Road
Columbus, Ohio 43210-1090